

Treasury Communications Enterprise (TCE) Overview

In three to five years, Treasury anticipates an improved integration of current data and voice networking with real-time transaction processing (Electronic Business) and real-time paperless processing (Electronic Government) by achieving an integrated comprehensive communications utility to serve the wireless, voice, data, video, and imaging business needs of Treasury, the bureaus, and other economic, enforcement and financial entities.

TCE Vision:

The Treasury CIO is partnering with bureau CIOs and other agencies to provide world-class, customer-focused, service integrated, and cost-effective telecommunications and information services, which enable business process improvements and mission critical accomplishments. It is anticipated that this enterprise solution will be achieved through the use of scalable commercially provisioned services that will replace the current point-to-point network.

TCE Principles:

Infrastructure Standardization reduces inefficiencies, customer costs, operational costs, and security infractions through standard services and user interfaces, standard architecture rules, and common security measures.

Simplicity increases customer access to services, customer ease of use and satisfaction, and ease of program execution by providing ubiquitous points of presence spanning the continental U.S. with uniform service, access to web-enabled applications, and access to help anywhere. Corporate and regional management is enhanced through common control, common security measures, common education and training, reusable processes, and outsourced operation and maintenance.

Value-based Utility enables the instant sharing of local innovation on the enterprise level with very little incremental cost, thereby eliminating duplicative investment. With the utility based approach, customer responsive change management, reasonable cost, bundled services, built-in security, and privacy of all information is more easily attained.

Shared Infrastructure makes it possible to command volume discounts that accrue to all customers and the enterprise. It is also less labor intensive to control, enhance, and provision standard platforms and connections, mission responsive scaleable networks, and plug-in network extensions.

Business-driven architectures are more responsive to customer needs, allow Infrastructure refreshment based on the greatest good for the greatest number, resulting in a business responsive infrastructure capable of matching the needs of changing business patterns and trends .

Performance-based services provide more value per dollar expenditure and can be conducted through leveraging commercial services rather than owning equipment, customer-responsive service level agreements, web-enabled performance reporting, and performance-based as well as growth-based infrastructure refreshment.

Current Environment:

The Department of the Treasury, the fourteen bureaus, other non-Treasury financial, enforcement and economic organizations and on-site contractors encompass over 183,975 users that need telecommunication services. The Treasury Communication Enterprise (TCE) incorporates many telecommunication services to include voice, data, video and Internet service. A net customer growth factor of three or four percent is anticipated per year.

The major business areas that support these services are:

Treasury Communication System (TCS)

TCS serves approximately 170,000 customer users and encompasses 6,300 locations, and 10,000 circuits. Although growth in locations and circuits ranges from 12 to 15% this year, we plan to reduce this growth through data services integration, use of shared services, and circuit aggregation.

Digital Telecommunications Systems (DTS)

The DTS system serves approximately 35,000 subscriber lines at 36 Treasury sites in the Washington, D.C. metropolitan area (including sites in suburban Maryland and Virginia). The DTS system provides voice service for approximately 35,000 subscriber lines, of which approximately 28,000 are digital (ISDN) and 7,000 are analog. It also provides circuit-switched ISDN transport to support video teleconferencing, T1 line connectivity, access to the Treasury Voice Messaging System (VMS), and access to other Government networks including GSA WITS and FTS 2000/2001 systems as well as the Public Switched Telephone Network (PSTN).

Department Of the Treasury Telecommunications System (DOTTS)

DOTTS serves approximately 60,000 customer users and encompasses 140 locations.

Voice Messaging System (VMS)

The DTS system interfaces to the VMS system, providing voice mail capability to approximately 35,000 DTS subscriber lines.

E-Business

E-Business serves millions of Internet customer users, thousands of Intranet users, and thousands of EDI-Commerce users.

Wireless

The Wireless programs promote interoperability among existing infrastructure and consists of the Spectrum Management Program, the Land Mobile Radio Narrow-Band Program, and the Public Safety Wireless Network Program. The Spectrum Management Program serves all Treasury bureaus, the Department of Education, the Small Business Administration, and the Federal Reserve System. The Land Mobile Radio Narrow-Band Program tools and resources support agent/officer safety and communication during investigations and emergencies. The Public Safety Wireless Network Program encompasses the Public Safety Wireless Network (PSWN) and the activities of the Federal Law Enforcement Wireless Users Group (FLEWUG). The PSWN serves federal, state, local and public safety enforcement missions. The FLEWUG is co-chaired by Treasury and the Department of State.

TCE Governance:

The TCE Board of Directors

The TCE Board establishes policies to guide the use and management of the TCE, reviews strategic plans, architecture documents, and commissions new services, with programmatic approval of the TCE budget and funds for enhancement initiatives. The Treasury CIO chairs the board. Bureau CIOs constitute the vesting membership.

TCE Executive Steering Committee

The TCE Executive Steering Committee is comprised of designated senior Bureau IT managers, as well as the CSM management staff, receives direction from and advises the TCE Board of Directors regarding telecommunications and IT services issues. The purpose of this committee is to ensure Department-wide progress toward the TCE, as directed by the TCE Board of Directors and accomplished by CSM.

TCE Corporate Systems Management

CSM is responsible for the overall management, administration, and fiscal functions of the TCE, including tactical and strategic planning, business policies, TCE architecture standards, business case development, service catalog development, provisioning, and customer service.

CSM is responsible for developing corporate-level funding plans and coordinating the overall TCE budget. The annual budget process will drive timing of capacity planning, strategic plans, and business cases, as they are critical to supporting TCE. CSM will prepare and maintain a budget that projects three years into the future and develop measures to support the alignment of the funding function more directly to mission accomplishment.

CSM strives for customer satisfaction by validating all plans, implementation schedules, service availability, and service reliability. CSM maintains an effective dialogue with customers to ensure that TCE systems and services are responsive to business and operational requirements.